

Refugee and Asylum Seeker Mental Health Consultation

Workshop facilitated by

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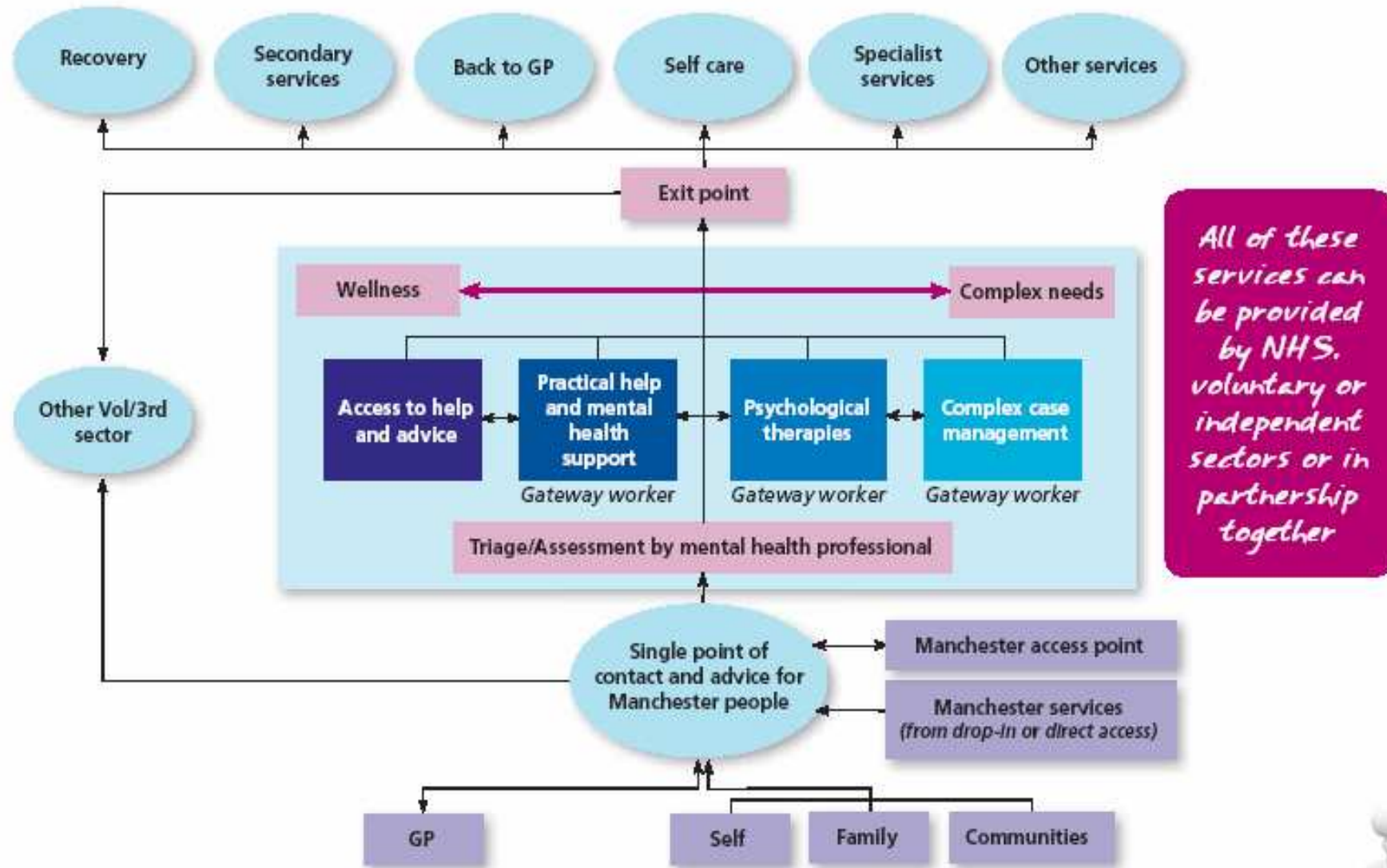
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Refugee and Asylum Seeker Mental Health Consultation

- The process: what we did and why
- Consultation events in March and June
- Findings and recommendations
- Commissioner's response
- Discussion: good practice consultation



Section 2: Future model for Primary Care Mental Health Services



All of these services can be provided by NHS, voluntary or independent sectors or in partnership together



Positive feedback 5th March

Refugees/Asylum Seekers

- Realising there are people thinking about us
- Hearing people talk about these important issues
- Being part of the consultation

Service Providers

- Networking, sharing information
- Learning first hand about R/AS experiences
- Being part of the consultation process

Comments

- Needed more time for discussion
- Needed more refugee and asylum seeker viewpoints in the presentations

The future

- More events like this
- Make sure the commissioners listen
- Make sure this information is used in planning the new service
- Want to see positive changes, culturally appropriate
- Feedback and progress – keep us informed

Feedback 24th June

- Useful discussions, lots of questions clarified
 - Good networking
 - Looking forward to receiving feedback
 - Useful information about the model
- Not enough time for discussion and questions
 - Not good enough answers to questions
 - More refugee and asylum seeker participation
 - Commissioner not aware of the issues

A good mental health service that works well for refugees and asylum seekers

What should it be like?

Main themes

- **Staff awareness and understanding**
- **Impact of refugee and asylum seeker experiences**
- **Language and communication support needs**
- **Impact of fear and stigma**
- **Importance of different kinds of help**
- **A system that is easy to understand and get help from**

A good service

- Deals with problems that stop people getting help
 - Stigma
 - Family problems
 - Waiting lists
 - Cultural needs
 - Lack of trust
 - Practical issues

A good service

- **Responsive to each person**
- **Sensitive and supportive**
- **Lots of time for everyone**
- **Informal: family and friends welcome**
- **Quick and easy to understand and get help**

A good service ...

- **Local: based out in the community**
- **Easy to find and get to by public transport**
- **Helps people feel less lonely**
- **Keeps community services going
(eg drop-ins)**

A good service

- **Understanding of asylum seeker and refugee experiences**
- **Cultural understanding of mental health**
- **Interpreters trained in mental health awareness**

A good service ...

- **Good up to date information**
- **Emergency contact with language support**
- **Self-help options**
- **Choices: different kinds of help in different places and people can choose what is best**

Key Concerns

- Referrals and access
- Refugee Awareness training for all staff
- Access to interpreters
- Mental Health awareness training for interpreters
- Importance of informal and community support
- Support for destitute asylum seekers

Questions

- What do you think of this consultation process?
- Was it right to focus on refugees and asylum seekers? Give your reasons.
- Pick out some elements of good practice – why were they good?
- Would you have done anything differently?